

## Job Specification

<b>Job Title</b>	AV Project Engineer	<b>Revised</b>	12 September 2023
<b>Department(s)</b>	Operations	<b>Reports To</b>	Operations Director
<b>Employment Type</b>	Full Time	<b>Standard Hours</b>	8:30am to 5pm
<b>Main Purpose</b>	Working as part of a team designing, project managing, installing and commissioning integrated broadcast, audio-visual and conferencing technologies across a variety of markets.		
<b>Main Duties &amp; Responsibilities include the following; other duties may be assigned</b>			
<ul style="list-style-type: none"> <li>■ Work closely with the Project, Operations and Warehouse teams to complete tasks and successfully deliver awarded SLA's and projects to the satisfaction of the customer, within budget and on time</li> <li>■ Interpret written directives, including the SoWs, M&amp;E drawings, schedules and specification documents</li> <li>■ Be proactive and improvise where applicable to improve on existing engineering plans and techniques</li> <li>■ Testing of all elements and user interfaces</li> <li>■ Carry out programming tasks and assist third-party vendors with technical direction when developing user interfaces &amp; control programs in line with the specification and customer requirements</li> <li>■ Update equipment firmware and configuration profiles etc; staging of hardware including failure diagnosis, investigation and fault rectification</li> <li>■ Assist with managing project tasks with deliverables, procurement and system glue etc</li> <li>■ Communicate and work closely with customers, partners and work colleagues to find resolutions and methods to complete work on time and within budget.</li> <li>■ Create/mark up drawings and schedules with installed changes to aid finalising 'as-built' information for use with SLAs and project handover</li> <li>■ Manage time effectively, complete office and engineering documents, test sheets; weekly timesheets and expense claim forms within the required timeframes</li> <li>■ Ensure that company and customer assets are not damaged or compromised in the course of your work</li> <li>■ Carry out all tasks with proper regard to RAMs, training, health &amp; safety, ISO quality procedures and company policies promoting quality and safe working practices for all tasks</li> <li>■ Fulfil project management and/or engineering duties on projects as required working with other team members and 3<sup>rd</sup> party resources</li> <li>■ Feedback learnings from projects to internal teams to ensure a constant improvement culture</li> <li>■ Developing an effective working relationship with other staff and customers</li> <li>■ Ensuring that industry-leading customer satisfaction is always your top priority</li> <li>■ Developing and maintaining a knowledge of the company's markets, products and industry trends</li> <li>■ Occasional out-of-hours work, including weekends where necessary to hit deadlines</li> <li>■ Carrying out any reasonable request from your line manager</li> </ul>			

<p><b>Other Duties &amp; Responsibilities</b></p> <ul style="list-style-type: none"> <li>■ Supporting customers' service and maintenance programs through SLA's, resolving service tickets in a timely manner, undertaking proactive and reactive system maintenance whilst ensuring all activities and information is logged in IVC's ERP system.</li> <li>■ Ongoing training and development including health &amp; safety and industry relevant qualifications and contributing to the training and development of junior roles</li> <li>■ Asset labelling and the creation of asset schedules for live projects</li> <li>■ Supporting the sales and marketing departments with technical input, articles, photographs of installations etc</li> </ul>
<p><b>Supervisory Responsibilities</b></p> <ul style="list-style-type: none"> <li>■ Other members of IVC staff and/or sub-contractors part of project teams</li> </ul>
<p><b>Fiscal Responsibilities</b></p> <ul style="list-style-type: none"> <li>■ n/a</li> </ul>
<p><b>Key Performance Monitors</b></p> <ul style="list-style-type: none"> <li>■ Compliance with the H&amp;S, Risk Assessment, Method Statements (RAMS) and company quality practices</li> <li>■ Upkeep of H&amp;S competency training and certifications, such as ECS, first aid at work, hot works, asbestos awareness, PASMA and IPAF etc</li> <li>■ Timekeeping</li> <li>■ On-time project delivery</li> <li>■ Completion of manufacturer or other industry qualifications to develop knowledge and skillset</li> </ul>
<p><b>Location</b></p> <ul style="list-style-type: none"> <li>■ Primarily London based either working on client sites or remotely from home; regular travel necessary including occasionally international</li> </ul>

## Person Specification

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<b>Department</b>	Operations	<b>Reports To</b>	Operations Director
<b>Qualifications</b>			
<ul style="list-style-type: none"> <li>■ UK full driving licence</li> <li>■ CTS, CTS-I, CTS-D, CCNA or similar industry qualification preferred</li> <li>■ Right to work in UK is essential, BPSS compliance is necessary for many of our customer sectors</li> <li>■ SC clearance preferred but not essential</li> <li>■ Ongoing training provided</li> </ul>			
<b>Essential Experience</b>			
<ul style="list-style-type: none"> <li>■ Design of AV &amp; broadcast systems</li> <li>■ Commissioning of AV &amp; broadcast systems</li> <li>■ Experience working in AV/IT network installations</li> <li>■ Proven history of work within a similar role in the AV or IT industry</li> </ul>			
<b>Desirable Experience</b>			
<ul style="list-style-type: none"> <li>■ Management of installations</li> <li>■ Used to working in a structured, process driven environment</li> <li>■ Familiar with major AV manufacturers' products</li> <li>■ Knowledge of control, AV, basic network, broadcasting and streaming technologies</li> </ul>			
<b>Personal Skills</b>			
<ul style="list-style-type: none"> <li>■ Confidential and trustworthy with strong integrity</li> <li>■ Dynamic self-starter able to work on your own</li> <li>■ Tenacious, determined and well organised with good attention to detail</li> <li>■ Adaptable &amp; flexible</li> <li>■ Good confident communicator able to effectively communicate technical information to non-technical staff</li> <li>■ Approachable team player with good interpersonal skills</li> <li>■ Methodical with strong planning skills</li> <li>■ Customer focused</li> <li>■ Ability to manage change</li> </ul>			